



58^{Q&As}

ITIL 2011 Foundation

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QUESTION 1

Which phase of the ITIL lifecycle provides the following benefit: The Total Cost of Ownership (TCO) of a service can be minimized if all aspects of the service, the processes and the technology are considered during development?

- A. Service Design
- B. Service Strategy
- C. Service Operation
- D. Continual Service Improvement

Correct Answer: A

QUESTION 2

Which is the correct combination of items that makes up an IT service?

- A. Customers, providers and documents
- B. Information technology, people and processes
- C. Information technology, networks and people
- D. People, processes and customers

Correct Answer: B

QUESTION 3

Which Function would provide staff to monitor events in an Operations Bridge?

- A. Applications Management
- B. Service Desk
- C. Technical Management
- D. IT Operations Management

Correct Answer: D

QUESTION 4

What is the CORRECT definition of service management?

- A. A set of specialized assets for transitioning services into the live operational environment



- B. A set of specialized organizational capabilities for delivering value to customers in the form of services
- C. The capability of suppliers to deliver services to providers in exchange for money
- D. The capability of service providers to minimize their costs without reducing the value of the services

Correct Answer: B

QUESTION 5

Which of the following statements BEST describes the aims of release and deployment management?

- A. To build, test and deliver the capability to provide the services specified by service design
- B. To ensure that each release package specified by service design consists of a set of related assets and service components
- C. To ensure that all changes can be tracked, tested and verified if appropriate
- D. To record and manage deviations, risks and issues related to the new or changed service

Correct Answer: A

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